

ABDUL FATTAH NOOR

Retail Operations and Warehouse Management



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KSA -Riyadh Al-Khalidiyah district

PROFESSIONAL SUMMARY

Strategic and results-oriented Retail Operations Leader with over 15 years of proven success driving operational excellence in logistics, warehousing, and cross-functional team leadership—primarily within globally recognized, high-performance environments like IKEA. Known for translating complex challenges into streamlined solutions that reduce costs, boost efficiency, and elevate customer satisfaction. Proven track record of reducing operating expenses by 20% through workflow and systems optimization, while managing 1.5M+ orders annually with a 99% fulfillment accuracy rate. Proficient in ERP systems (Oracle, SAP) and data-driven decision-making via BI tools (Power BI), with a strong focus on aligning operational performance with long-term business strategy.

Key Achievements:

- Led the end-to-end development of a 5,000 m² IKEA showroom in Dammam (2008), achieving full operational readiness in just eight months.
- Oversaw the successful launch of a 646,000 m² distribution center in Riyadh (Al Thumamah) in 2020, ensuring cross-functional integration and operational excellence within eleven months.

Bringing not only technical expertise but a deep understanding of how high-performing operations serve as the engine behind customer satisfaction and sustainable business growth.

WORK EXPERIENCE

Retail Operations and fulfillment Manager

Ghassan Al Sulaiman Furniture (IKEA), Riyadh

| 2020-2025

- Directed a team of **29+** employees in a **646,000** sq. ft. distribution center, reducing order fulfillment time by **30%** through workflow optimization.
- Achieved **99.5%** inventory accuracy by implementing Oracle-based tracking systems, enhancing customer satisfaction.
- Leveraged KPI analysis to identify bottlenecks, improving site productivity by **25%**

Supply Chain Specialist / Inventory Control

Ghassan Al Sulaiman Furniture (IKEA), Dammam

| 2017-2020

- Managed inventory of **10,000+** SKUs with **98%** availability, reducing stockouts.
- Optimized supply chain processes, cutting waste from **6%** to **2.5%**.
- Utilized ERP systems for accurate forecasting and analysis.
- Achieved **97.8%** inventory accuracy through collaboration with procurement teams.
- Improved inventory counting efficiency by **35%** using advanced tools.
- Delivered KPI reports to support strategic decision-making.
- Increased inventory accuracy to **98%** and reduced slow-moving stock by **40%**.
- Shortened inventory turnover cycle from 45 days to 32 days.
- Reduced out-of-stock incidents by **25%** during peak seasons.

Goods Flow/Full-Service Supervisor

Ghassan Al Sulaiman Furniture (IKEA), Khobar

| 2011-2017

- Supervised the goods flow team, ensuring optimal product availability and supply chain efficiency. Increased warehouse space utilization by **85%** through warehouse management systems (WMS).
- Improved inventory accuracy to **99.5%** using Oracle tracking systems, leading to faster order fulfillment and higher customer satisfaction.
- Implemented warehouse optimization strategies, saving **\$150,000** annually while improving operational efficiency.

EDUCATION

AL-NILEEN UNIVERSITY | 2004 - 2006

Diploma in Economics and Accounting.

GPA: **3.8 / 4.0**

LANGUAGES

- | | |
|------------------|-----------------|
| • English | • Arabic |
| Advanced | Fluent |
| • Somali | • Hindi |
| Fluent | Beginner |

LINKEDIN

www.linkedin.com/in/Abdufattah

SKILLS

- **Technical:**
 - Microsoft Excel, Power BI, Oracle, SAP/ERP/NAV Systems
- **Leadership:**
 - Team management, strategic planning, problem-solving, project management.
- **Analytical:**
 - Data analysis, KPI management, supply chain optimization.